

DIN CERTCO Complaints Procedure with regard to FSC[®]

1 Introduction

- 1.1 In Section 1.11 of its General Terms and Conditions, DIN CERTCO sets out its general complaints procedure. Concerning FSC, there are some additional or alternative provisions, which are described in this document.
- 1.2 Complaints can be submitted to DIN CERTCO by both customers and all interested parties.
- 1.3 Complaints may relate to certification decisions made by DIN CERTCO as well as individual certification procedures.
- 1.4 **Contacting DIN CERTCO**
Complaints can be submitted to DIN CERTCO in the following ways:
- Via any employee of DIN CERTCO at: info@dincertco.de or on +49 30 7562-1131
 - Via our partner in China at: service-gc@tuv.com or on +86 4008831300 / 8009993668

2 Pre-requisites for processing a complaint

- 2.1 In order to deal with a complaint, DIN CERTCO needs the following information:
- A clear description of the complaint or objection in German, English or Chinese; with regard to FSC FM certifications, complaints may also be submitted in the language of the Public Summary which has been published.
 - Provision of objective evidence relating to elements and aspects of the complaint
 - Name and contact details of the person submitting the complaint

3 Procedure

- 3.1 Complaints submitted to DIN CERTCO are processed according to the following process:
- Check whether the processing of the complaint falls under the responsibility of DIN CERTCO
 - Confirmation of receipt of the complaint, if applicable with details of the next steps, within 14 days
 - Collection and evaluation of all necessary information
- 3.2 **Additional conditions:**
- At the specific request of the complainant, the complainant's identity is kept secret from the customer.
 - Anonymous complaints or statements of dissatisfaction shall be treated as comments from interested groups and discussed during the next audit.
 - All complaints are going to be recorded by DIN CERTCO.
 - Complainants are going to be kept informed of the progress of the complaint.
- 3.3 The aim is to close cases within 3 months, based on the process mentioned above.
- 3.4 The evaluation of and decision on the complaint shall be performed and taken by persons who were not involved in the evaluation to which the complaint relates.
- 3.5 If an agreement cannot be reached with DIN CERTCO, the complaint may be passed onto ASI. If no solution can be found there either, FSC may be involved as a last step.